



**Dragon Medical Enterprise Network  
Edition 10.1 Upgrade**  
DMENE vSync Restoration Patch  
Release Notes

## Copyright

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## The DMENE vSync Restoration Patch

Install the DMENE vSync Restoration Patch directly or using a push installation immediately after you perform a Citrix ICA Client update. Please note that the patch release does not include the fixes from Hot fix 1 to Hot fix 6.

### Restoring vSync support after updating a Citrix client

#### Issue description

##### Scenario:

Dragon uses vSync support to provide Dragon users with Full Text Control when they work with applications published from a Citrix server. An administrator updates or reinstalls one or more Citrix ICA clients on a workstation with Dragon.

##### Issue:

Updating or reinstalling a Citrix ICA client deletes and un-registers Dragon Citrix client and vSync components. This disables and removes vSync support.

#### Solution

The DMENE vSync Restoration Patch provides a quick and simple way to reinstall vSync support after updating or re-installing a Citrix ICA client. After updating or reinstalling a Citrix ICA client on a workstation, run the patch on the workstation or push the patch install to the workstation. The patch can be run on a 32-bit or 64-bit workstation where all, some, or none of the vSync components are installed. The patch installer can also be run in 'silent' mode.

When you run the patch installer, it successfully patches and re-registers the relevant dll and component files. The installer also displays messages about installation success or errors.

You can run or push the DMENE vSync Restoration Patch using any version of the DMENE Dragon client Service Pack 1 or higher. If you do not have Service Pack 1, you must install it before you can install the patch.

Three different version of DNS Patch are available:

- - one for version 10.50.650.027 (Service Pack 1)
- - one for version 10.50.650.041
- - one for version 10.50.650.047

#### Pre-requisites for installing the DMENE vSync Restoration Patch

Ensure the following items are met before you run the patch. Otherwise, the patch installation will fail and log error messages to the DgnSetup log file.

- The Dragon client must be installed on the workstation
- Dragon must not be running on the workstation
- A Citrix ICA client must be installed on the workstation
- Citrix ICA Client Engine process must not be running on the workstation
- You can install the patch even if the vSync components in the patch are the same version as the vSync components currently installed on the workstation.

#### Steps for installing the DMENE vSync Restoration Patch on a workstation

Perform the following steps after updating or reinstalling a Citrix ICA client on a workstation.

1. Ensure all the installation pre-requisites are met. See ' Pre-requisites for installing the DMENE vSync Restoration Patch' for details.
2. Run the patch on the workstation. Alternately, you can push the patch install to the workstation.

#### DMENE vSync Restoration Patch Logging

When you run the DMENE vSync Restoration Patch, it logs success and error messages to the DgnSetup log. It also logs the version numbers of the currently installed Citrix support components and the components in the patch.

## Hot fix 6

Hot fix May 2011 includes all the fixes from Hot fix 1 to Hot fix 5 inclusive.

### **vSync throws an error when a user starts an application published on a Citrix server**

#### **Issue description**

##### **Scenario:**

User home directories do not exist or the user does not have sufficient rights to the directories on a Citrix server. An error is shown when a user starts an application published from the Citrix server. vSync logging may be enabled or disabled. The user can click OK on the message dialog to use the application normally. However, vSync does not function.

##### **Issue:**

When vSync starts, it attempts to initialize logging parameters for future use. This initialization process relies on the presence of the user home directory or the user having sufficient access rights to these directories on the Citrix server. Since the directory does not exist, the initialization process fails. When the logging initialization fails, vSync aborts its initialization and the Operating System throws an error.

#### **New behavior**

vSync now starts as expected and is no longer impacted by logging initialization or the lack of the user home directory.

## Hot fix 5

Hot fix 5 includes all the fixes from Hot fix 1, 2, 3, and 4.

### **vSync creates log folders when vSync logging is off**

#### **Issue description**

##### **Scenario:**

An organization attempts to deploy DMENE in their Citrix environment. The home folder for each Citrix user is a redirected location and not the common \Documents and Setting\\Application Data.

##### **Issue:**

Even though vSync logging is turned off, vSync attempts to create a \Nuance\NaturallySpeaking10 folder under \<user>\Application Data on the Citrix server where vSync is installed. Since the user's home directory is not on the Citrix server, vSync cannot create the folder. This causes vSync to not start.

#### **New behavior**

vSync does not attempt to create log folders when vSync logging is turned off. The vSync feature works as expected.

## Upgrading Dragon Medical Enterprise Network Edition

This section applies to Hot fix 4 and earlier releases of DMENE 10.1 This section does not apply to Hot fix 5.

DMENE version	Upgrades to install	Installation notes
If you have Hot fix 2 or earlier	<p><b>Service Pack 1</b></p> <p>You can install Service Pack 1 on the Nuance Management Server (NMS), Profile Optimizer Server (POS), and on Speech Nodes.</p> <p><b>Hot fix 4</b></p> <p>You can install Hotfix 4 to update the Dragon client and vSync on a Citrix server. Hotfix 4 includes all the updates from the previous Hotfix releases</p>	<p><b>Service Pack 1</b></p> <p>You can install Service Pack 1 directly on your existing NMS installation without uninstalling the old NMS software.</p> <p>You must uninstall the existing POS and Speech Node installations before you can install Service Pack 1.</p> <p><b>Hot fix 4</b></p> <p>If you have Hot fix 2, you can apply Hot fix 4 directly to the Dragon client and vSync on a Citrix server without uninstalling the old versions of the software.</p> <p>If you have Hot fix 1 or earlier, you must uninstall the old Dragon client and vSync plug-in before you install Hot fix 4.</p>
If you have Hot fix 3 or Service pack 1	<p><b>Hot fix 4</b></p> <p>You can install Hot fix 4 to update the Dragon client and vSync on a Citrix server.</p>	<p><b>Hot fix 4</b></p> <p>You can apply Hot fix 4 directly to the Dragon client and vSync on a Citrix server without uninstalling the old versions of the software.</p>
If you have Hot fix 5 or Service pack 1	<p><b>Hot fix 6</b></p> <p>You can install Hot fix 6 to update the Dragon client and vSync on a Citrix server.</p>	<p><b>Hot fix 6</b></p> <p>You can apply Hot fix 6 directly to the Dragon client and vSync on a Citrix server without uninstalling the old versions of the software.</p>

## Hot fix 4

Hot fix 4 includes all the fixes from Hot fix 1, 2, and 3.

### Hot fix 4 installation notes

- If you are currently running a Hot fix 3/DMENE SP 1 or a Hot fix 2 installation, install Hot fix 4 on top of that installation.
- If you are currently running a DMENE installation that is older than Hot fix 2 (DMENE10.1, Hot fix 1), uninstall the installation before you install Hot fix 4.

#### Using Dragon and vSync with a Citrix server crashes the server

##### Issue description

**Scenario:** You are using Dragon with applications on a Citrix server. Both the vSync feature and vSync logging are enabled.

**Issue:** When you use Dragon with the applications on the Citrix server, the Citrix server may crash. The crashes may be infrequently and random.

##### New behavior

When you use Dragon with vSync with applications on a Citrix server, the Citrix server no longer crashes. New exception handling mitigates the issues that were causing the Citrix server to crash.

#### Using smooth roaming with Citrix applications causes errors if you switch workstations

##### Issue description

**Scenario:** You are using Dragon on multiple workstations with applications that are on a Citrix server. The smooth roaming feature is enabled.

**Issue:** If you switch workstations, access violations may occur. Depending on the type of access violation, the EHR or Dragon may close. You may be unable to save your dictation.

##### New behaviour

When you use Dragon with Citrix applications and smooth roaming, switching workstations does not cause errors to occur. The EHR and Dragon do not close and you are able to save your dictation.

#### Dragon creates a Dragon.log file with vSync logging disabled

##### Issue description

**Scenario:** You are using vSync on a Citrix server that runs on a 64-bit machine. vSync logging is disabled.

**Issue:** Dragon produces a Dragon.log file that contains Microsoft UIA server logging data. Dragon is not supposed to create Dragon.log files on the server if vSync logging is disabled. This issue does not apply when the Citrix server is on a 32-bit machine.

##### New behaviour

When you disable vSync logging on a 64-bit Citrix server, Dragon does not produce a Dragon.log file on the server.

## DMENE 10.1 Service Pack 1: Product and documentation updates

### New Features

#### New automatic backup and restoration of User Profiles

The *Profile Optimizer* now automatically creates backups of your Master User Profiles and stores them on the Master User Profile Server. The *Profile Optimizer* uses this backup to automatically restore a profile that it determines has become defective.

Each time one of its *Speech Nodes* starts a Language Model Optimization (LMO) of a user profile, the *Profile Optimizer* checks to see if the profile is still valid and, if it finds any defect, replaces the profile using the last known good backup copy of the profile. As you can imagine, because of this checking before an LMO, the more often you schedule an LMO process on a provider's profile, the more likely that the profile the provider is using at any given time is valid and defect-free.

#### Option to manually restore Last Known Good User Profile for a provider

Not only can the *Profile Optimizer* replace a defective profile, but you can also choose to restore the last known good user profile for a provider. You might need to take this action if one of these two situations occurs:

- You receive a message in the **Message** utility of the *NMC Console* indicating the profile is defective.
- A provider reports having difficulty opening the profile.

To quickly restore the profile:

1. Log in to the *NMC Console* and open the **User Account** ribbon.
2. Click the **Search User Accounts** icon and search for **Dragon Medical Author** user accounts.
3. When the list of user accounts appears, open the one whose profile you want to restore.
4. In the **User Account Details** for the provider, click the **User Profile** tab and look for a button labeled **Restore Last Known Good User Profile** near the bottom of the page.
5. When the Restore confirmation dialog box appears, click **Yes** to confirm. In the **Messages** utility, you receive messages indicating that you initiated a profile restoration, that the restoration has started, and finally that the restoration is complete.

#### Generating initial backup of User Profile

To generate an initial backup of a User Profile or set of User Profiles, in the *NMC Console*, you should click the **Execute Now** button for the LMO and ACO processes on that profile. You find the button in the dialog box where you schedule the LMO process:

1. To open the location where you run LMO and ACO processes for an individual User Profile:  
Select **User Accounts > User Account Details > Dragon Settings > Profile Optimizer Scheduler > Profile Optimizer Scheduler Settings > Configure** To open the location where you run the LMO and ACO processes for a **Group** of User Profiles:  
Select **Groups > Group Details > Dragon Settings > Profile Optimizer Scheduler > Profile Optimizer Scheduler Settings > Configure**.
2. Next to the Dragon LMO and ACO interval settings, click **Execute Now**.

For more information, see the *Nuance Management Server Administrator Guide*.

#### Allocating more storage space for Master User Profiles

Since the *Profile Optimizer* locates the new backups on the same server with the original Master User Profiles, you need to allocate more storage space for the profiles. An updated calculation is provided in the new planning and deployment guide. For more information on additions to the documentation for this service pack, see

**Documentation Updates** in the next section of these notes.

### Documentation updates

**Calculation of storage space for Master User Profiles**

You should now multiply the initial calculation by 2.05 to allow space for one User Profile backup plus small amount of extra space to store any corrupted profiles.

You should retain the corrupted profiles for analysis by Nuance.

For more information on how to calculate storage space for Master User Profiles, see the *Dragon Medical Enterprise Planning and Deployment Guide*.

**Export a User Profile before deleting it**

If you are planning to delete a user account, before you delete the Master User Profile for the account, export the profile to a storage location. You could later restore the Master User Profile if required.

For more information on exporting a user profile, see the *Nuance Management Server Administrator Guide*.

**New deployment and installation information for large network configurations**

Documentation for the NMS 1.0 Service Pack now presents information on new options for a large configuration network:

- Locating Master User Profile Servers on LANs at individual distributed sites to increase client access speed.
- A SAN Storage device that stores Master User Profiles, connected to a Windows Server through an Host Bus Adaptor card. In this configuration, the Profile Optimizer Server remotes Speech Node calls to the Windows Server.

New diagrams in the documentation show:

- A network traffic switch in a *DME Network* and
- Options for deploying Master User Profile Servers at sites remote from the data center that stores the *Profile Optimizer*.

For information on how to set up these scenarios, see the *Dragon Medical Enterprise Network Edition Planning and Deployment Guide* and the *Dragon Medical Enterprise Network Edition Installation Guide*.

**Network Bandwidth for vSync in a Citrix environment**

A technical note on *Network Bandwidth Considerations for DMENE* (DMENE002A) is available on the iSupport web site. The note discusses bandwidth considerations for all deployments of *DME Networks*, including those using vSync in a Citrix environment. If you are not sure how to download technical notes, please contact your Nuance representative.

**Balancing network traffic between multiple NMS servers**

You can deploy a network traffic switch to balance the load among multiple *NMS Servers*. For details on how to configure the switch, see the *DMENE Installation Guide* or the *Nuance Management Server Administrator Guide*.

**Opening ports on a DMENE network**

The *Dragon Medical Enterprise Network Edition Planning and Deployment Guide* contains a full list of all ports that need to be open on your DME Network. In addition, The guide includes steps in the checklists to ensure you don't overlook the important step of opening the correct ports.

**IMPORTANT:**

Each port that you open on a network server or client you must also open on any hardware firewalls in the network.



**NuanceLink: Communication between Nuance License and Update Servers and the NMS Server**

You can now find a full explanation of the security features of *NuanceLink* (communication link between Nuance's *License/Update Servers* and your *NMS Server*) in the *Nuance Management Server Administrator Guide*.

For further information on *NuanceLink*, you can also download a Technical Note (DMENE004) that provides more details about how features that use *NuanceLink* function and the security of the link. If you are not sure how to download technical notes, please contact your Nuance representative.

**Server operating system requirements**

You can install the *NMS* and *Profile Optimizer Servers* on the following server operating systems: Windows Server 2008, 2008 R2, 2003 SP2 and 2003 R2, both 32- and 64-bit versions.

SP2 is recommended with Windows Server 2008, but not required.

Each physical server should be dual-core and have at least 2 GB of RAM.

The Database Server also should be dual-core.

The only exception is that if you set up all the server components on a single server, that server must be quad-core.

**Installing SQL Server 2008**

Nuance recommends installing the SQL Server Analysis and Reporting Services to help troubleshoot issues with your database. You do not need to install the SQL Server Analysis and Reporting Services for the *NMS Server* and *Profile Optimize Server* databases.

**Moving the Profile Optimizer Server SQL database**

1. Back up the Profile Optimizer database.
2. If you have a Speech Node on running processes on the same server as the *Profile Optimizer*, you must wait for all tasks in process to complete, then halt the node before removing it. See the *Nuance Management Server and Profile Optimizer Upgrade Guide* for more details.
3. Dump the Profile Optimizer Database from the existing server. This step exports the database to the server and does not remove it from the original server. See the SQL Server dump/export documentation from Microsoft for more details.
4. Install SQL Server on the new server machine.
5. Restore the database on the new server. See the SQL Server restore documentation from Microsoft for more details.
6. Uninstall the *Profile Optimizer Server* from the current location. See the *Dragon Medical Enterprise Network Edition Installation Guide* for more details.
7. Reinstall the Profile Optimizer Server. See the *Dragon Medical Enterprise Network Edition Installation Guide* for more details. Be sure to point to the new database location when prompted during the re-installation.
8. Once you are sure the new database is operational, remove the old database from the original server. See the *Dragon Medical Enterprise Network Edition Installation Guide* for more details.

**Moving the NMS Server SQL database**

1. Back up the SQL database.
2. Uninstall the NMS server. This does not impact the SQL database.
3. Load the SQL database to the new SQL server.
4. Reinstall the NMS server. When the installation process prompts you for the location of the SQL database, enter the address of the new SQL server.

See the *Dragon Medical Enterprise Network Edition Installation Guide* or the SQL Server documentation from Microsoft for more details.

## Hot fix 3

You do not need to install Hot fix 3 if you already installed and are successfully running the original market release of Dragon Medical Enterprise Network Edition 10.1. Hot fix 3 includes all the fixes from Hot fix 1 and 2.

### Unable to set options after an MSI install of Dragon using a custom nsdefaultls.ini file

#### Issue description

**Scenario:** You install Dragon using an MSI push install and a customized nsdefaultls.ini file.

**Issue:** After installation, you cannot reset any of the Option dialog settings that you set in the nsdefaultls.ini file during the MSI push install. Dragon does not apply any changes you make to these settings after installation.

**Note:** This issue does not occur if you install Dragon using setup.exe or if you install using an MSI push and a non-customized nsdefaultls.ini file.

#### New behavior

If you install Dragon using an MSI push install and a customized nsdefaultls.ini file, you can now modify the Option settings after Dragon installs. Dragon applies the new settings and overrides the values in the nsdefaultls.ini file.

## Hot fix 2

Hot fix 2 includes all the fixes from Hot fix 1.

### vSync on a Citrix server continuously shuts down and restarts

#### Issue description

**Scenario:** The vSync plug-in is installed on a Citrix server. On a client computer, a user opens an application published from the Citrix server. Dragon Citrix support module is not installed on the client computer.

**Issue:** The vSync plug-in stops and starts repeatedly as it tries to communicate with the Dragon client Citrix support module. This behaviour may cause performance issues on the Citrix server. The mouse pointer on the client computer may alternate between an hour glass and the arrow pointer.

#### New behavior

On a computer without Dragon Citrix support module components installed, if a user opens a Citrix published application, vSync simply starts and then turns off until the next Citrix session gets started. Server computer resources are not impacted.

In the Citrix server, the registry entry `EHRForceLogOff` (REG\_DWORD) has to be set to **1** in `HKEY_LOCAL_MACHINE\Software\Nuance` or `HKEY_CURRENT_USER\Software\Nuance`.

## Hot fix 1

### The cursor moves to random locations during dictation

#### Issue description

**Scenario 1:** The vSync feature in the Dragon client and the vSync plug-in on the Citrix server are both enabled. A user opens a published Citrix application that contains text. The user starts dictating into a window in the application. The user dictates into various locations in the text by moving the cursor after each dictation.

**Scenario 2:** A user opens an application on the same computer where Dragon is installed. The user starts dictating into a window in the application. The user dictates into various locations in the text by moving the cursor after each dictation.

**Issue:** In both scenarios, the cursor would move or jump to random locations in the text instead of remaining where the user placed it.

#### New behavior

Whether a user dictates into a Citrix published application using vSync or dictates into a local application, the cursor now works as expected and does not move to random locations in text.

### .DRA actions slow down speech recognition

#### Issue description

**Scenario 1:** A user is dictating into a local application in Basic Text Control mode (formerly called Global dictation mode). When a user switches to a different window, closes a window, or saves the file they are dictating into, Dragon generates .DRA data.

**Scenario 2:** A user is dictating into an unknown edit control in a Citrix published application using Basic Text Control mode (formerly called Global dictation mode) with vSync on. When a user switches to a different window, closes a window, saves the file they are dictating into, Dragon generates .DRA data. Additionally, .DRA data is generated after every utterance the user makes.

**Scenario 3:** A user is dictating into a local application or into an unknown edit control in a Citrix published application with vSync on. The user is dictating in Basic Text Control mode. During dictation, Dragon checks the size of the .DRA cache.

**Issue:** In all three scenarios, the .DRA actions cause speech recognition to slow down. Dragon recognizes what the user says, but at a pace that is slower than how fast the user speaks.

#### New behavior

To prevent .DRA actions from slowing down speech recognition, .DRA actions no longer occur when a user dictates in Basic Text Control mode.

### The Dragon 10.1 Medical Enterprise Network Edition 10.1 installation fails

#### Issue description

**Scenario:** The Dragon 10.1 Medical Enterprise Network Edition (DMENE 10.1) installation installs a component called the Visual C++ Runtime for Dragon. Some DMENE 10.1 builds included a copy of the Visual C++ Runtime for Dragon that would not install properly. When installation of this component fails, the entire DMENE 10.1 installation fails.

**Issue:** DMENE 10.1 builds that contained the 'faulty' copy of the Visual C++ Runtime for Dragon that would fail to install.

#### New behavior

The 'faulty' copy of the Visual C++ Runtime for Dragon was replaced with a new copy that installs properly. DMENE 10.1 builds with the new copy install successfully.

**The DragonBar does not display play back information****Issue description**

**Scenario:** A user performs dictation into a local application. After dictation, the user decides to play back the dictation.

**Issue:** When a user plays back dictation, the DragonBar would not display any playback information in the status window.

**New behavior**

When a user plays back dictation, the DragonBar now displays playback information in the status window.

**Dragon continually displays the warning messages when there are connection issues with vSync****Issue description**

**Scenario:** A user is dictating into a Citrix published application using Full Text Control mode (formerly called Select and Say mode) The Dragon vSync feature is on and the vSync plug-in is enabled on the server.

If a connection issue occurs between Dragon and the vSync plug-in, the dictation mode changes to Basic Text Control mode (formerly called Global dictation mode) and Dragon displays the message "Dragon is experiencing communication issues with the Citrix server".

When the connection issue resolves, the dictation mode changes back to Full Text Control mode. Afterwards, new connection issues cause Dragon to display the warning message over and over.

**Issue:** Although the warning message is meant to inform users of what is occurring, the multiple appearance of the message caused some users into thinking that Dragon was malfunctioning.

**New behavior**

You can now suppress the message Dragon displays when it experiences connection issues with the vSync plug-in,

Use the `EnableServerCommunicationWarning` option to hide the message and have Dragon log the connection error in the Dragon log.

In the `Nsapps.ini` file:

- To hide the message and log the error in the Dragon log, set the `EnableServerCommunicationWarning` option to **0**.
- To display the message, set the `EnableServerCommunicationWarning` option to **1**. This must be manually set for each installation of Dragon.

**A user cannot log out of or close Dragon in an EMR system****Issue description**

**Scenario:** A user is using Dragon with an EMR system. The user manually logs out of Dragon and waits for Dragon to unload the user profile. The user plans to close Dragon once the user profile unloads.

**Issue:** After manually logging out of Dragon, Dragon displays the message "The user files cannot be unloaded because some application is using them for supporting dictation" and does not unload the user profile. The user must close the EMR applications they were using with Dragon before they can log out of Dragon. Afterwards, the user cannot turn off Dragon and must use Taskmgr to kill the natspeak process.

**New behavior**

When a user is using Dragon with an EMR system, the user can log out of Dragon as expected.

After logging out of Dragon, the user can close Dragon using the Dragon menu.

**Dragon does not warn a user when their license has expired****Issue description**

**Scenario:** A user with an expired license logs into Dragon. After the user login, Dragon contacts the server to determine if the user has a valid license.

**Issue:** If the license has expired, Dragon does not inform the user about it.

**New behavior**

When a user logs in to Dragon and their license has expired, Dragon displays a message telling the user that their user license has expired. In order to proceed with dictation, the user must close the dialog box that contains the message.

**Administrators cannot view user logout information****Issue description**

**Scenario:** A user logs out of Dragon.

**Issue:** When a user logs out of Dragon, Dragon does not send information about the logout event back to the *Nuance Management Server*. Administrators are unable to see who logged out of the system or when the logout took place.

**New behavior**

When a user logs out of Dragon, Dragon sends a 'session end' message to the *Nuance Management Server*. This message contains the user account name and the date and time when the user logged out of Dragon. Administrators can view this information in the *Nuance Management Console* under **Utilities > Audit Events**.